MIAMI-DADE

Departmental Quarterly Performance Report

Enterprise Technology Services Department (ETSD)

Reporting Period:
FY 03-04
3rd Quarter

MAJOR PERFORMANCE INITIATVES

Describe Key Initiatives and Status	Check all that apply
ES4-1: User friendly e-government sharing information and providing expanded hours and services. **Answer Center** *Infrastructure* ▪ One hundred percent of the 311 hardware has been installed. Procurement/installation of two redundant air conditioning units and a generator for the MDFR Computer Room are in progress. The purchase order has been issued and installation is expected in December 2004. *Integration* ▪ The CSR system was upgraded to release 3.9.1. ▪ The interface to Legacy back-end applications has been completed. ▪ The Final Integration and Acceptance Test of CSR and Legacy applications has been completed. ▪ The department's Pre-Production Service Request Configuration is in progress. ▪ The Employee Directory load for the County and City of Miami employees has been completed. ▪ Development of Test Use Cases and Test Scripts for the Functional Acceptance Test is in progress. **Government Services available via Internet** ▪ Performed the annual Tax Collector's Real Estate Tax Sale process, conducted for the first time over the Internet. It was concluded in 4 days and brought in $107,428, 373. ETSD's involvement consisted of transferring and receiving files to keep Grant Street Group's information current with payments received and applied, and updating the results of the sale information to the Tax Applications.	__ *Strategic Plan* X *Business Plan* __ *Budgeted Priorities* __ *Customer Service* __ *ECC Project* __ *Workforce Dev.* __ *Audit Response* X *Other* **(support to internal customer)** *(Describe)*

ES4-2: Available, reliable systems
Increase storage for the distributed systems (Shark)
▪ The capacity of storage platform (Shark) supporting production systems that are operated at various locations on the County network has been expanded from 6 Terabytes (TB) to 12 TB.
Improve Execution Success Rate of Production Batch Jobs
▪ Completed 99.7% of all application-related production batch jobs satisfactorily, without errors.
Create a Central Technology Call Center Plan
▪ A plan that addresses the people, process and technology changes has been developed. Execution of the plan has started for several first phase tasks:
   o Level 1 and Level 2 support has been established
   o Staff training is underway for both Level 1 and Level 2 skills
   o Acquisition of Held Desk toolset (Remedy) to replace the existing unsupported toolset has been completed
   o Project team has been identified. Tentative start date is 8/16/04 tentative end date is 12/30/04
   o Baseline model of all support processes in ETSD has been completed.
	__ *Strategic Plan*
	X *Business Plan*
	__ *Budgeted Priorities*
	__ *Customer Service*
	__ *ECC Project*
	__ *Workforce Dev.*
	__ *Audit Response*
	__ *Other*_____
	(Describe)

ES4-3: Responsive service deployment and resolution of technology problems **Improve Technical and Management Skills of ETSD staff** • Provided training on the Delivering Excellence Program to 61% of our staff (369 employees). This training included a component on customer service.	__ *Strategic Plan* X *Business Plan* __ *Budgeted Priorities* __ *Customer Service* __ *ECC Project* __ *Workforce Dev.* __ *Audit Response* __ *Other_____* *(Describe)*

ES4-4: Smart, Coordinated IT Investments
Coordinate major IT purchases
• Continue to Increase the use of Enterprise Infrastructure Platforms such as Regatta for County applications to leverage economies-of-scale as opposed to the use of independent and isolated equipment which is costly to maintain.
   ○ The Data Center completed 100% of Regatta infrastructure rollout as planned, under budget and on schedule.
   ○ Applications/systems to run in Regatta are coming on-board as funding and business needs demand. Currently, the Portal (formerly hosted by IBM), as well as WASD's CIS, EAMS and Cognos have been deployed. The Property Appraiser's CAMA system will be deployed by end of fiscal year.
	__ *Strategic Plan*
	X *Business Plan*
	__ *Budgeted Priorities*
	__ *Customer Service*
	__ *ECC Project*
	__ *Workforce Dev.*
	__ *Audit Response*
	__ *Other_____*
	(Describe)

ES4-5: Technology projects completed as planned **Implement Project Management Office (PMO) concept and associated Project Management methodology throughout ETSD** • Eighteen major departmental projects are being tracked on a monthly basis and monthly project management status meetings are also taking place.	__ *Strategic Plan* X *Business Plan* __ *Budgeted Priorities* __ *Customer Service* __ *ECC Project* __ *Workforce Dev.* __ *Audit Response* __ *Other_____* (Describe

ES4-6: County processes improved through information technology
Reports available on-line
• Completed 100% of the conversion of the OnDemand product to make reports available online and converted the remaining production systems to OnDemand.
EDMS (Automated workflow for 3 major functions)
• Employee Relations Department
   ○ An online Personnel Change Document with workflow is migrating into production, customer has tested and is satisfied with results.
   ○ An online Management Appraisal form with workflow has been designed and is being reviewed by the customer.
• General Services Administration
   ○ An online Beneficiary Selection Form for optional group life with workflow is currently in production, to be rolled out with employee folder as part of employee self-service later in the year.
	__ *Strategic Plan*
	X *Business Plan*
	__ *Budgeted Priorities*
	__ *Customer Service*
	__ *ECC Project*
	__ *Workforce Dev.*
	__ *Audit Response*
	__ *Other_____*
	(Describe)

Departmental Quarterly Performance Report
Department Name: ETSD
Reporting Period: FY 03-04 3rd Qtr.

PERSONNEL SUMMARY

A. Filled/Vacancy Report

NUMBER OF FULL-TIME POSITIONS*	Filled as of September 30 of Prior Year	Current Year Budget	Actual Number of Filled and Vacant positions at the end of each quarter							
			Quarter 1		Quarter 2		Quarter 3		Quarter 4	
			Filled	Vacant	Filled	Vacant	Filled	Vacant	Filled	Vacant
	590	652	590	65	629	54	637	53		

* Public Safety Departments should report the sworn versus non-sworn personnel separately and Departments with significant part-time, temporary or seasonal help should report these separately.

Notes:

B.   Key Vacancies

C. Turnover Issues

D.   Skill/Hiring Issues

E. Part-time, Temporary and Seasonal Personnel
   (Including the number of temporaries long-term with the Department)

F. Other Issues

Departmental Quarterly Performance Report
Department Name: ETSD
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FINANCIAL SUMMARY

	PRIOR YEAR Actual	Total Annual Budget	Quarter Budget	Quarter Actual	Year-to-date Budget	Year-to-date Actual	$ Variance	% of Annual Budget	
Revenues									
IT Business Office	1,842	2,082	520	-	1,561	0	100.00%	0.00%	(1)
E-Gov	408	471	118	-	353	0	100.00%	0.00%	(1)
E-Services	4,848	5,220	1,305	273	3,915	804	79.45%	15.41%	(1)
E-Technologies	3,174	9,809	2,452	539	7,357	2,190	70.23%	22.33%	(1)
E-Center	2,331	2,063	516	-	1,547	-	100.00%	0.00%	(1)
Consultancy	-	394	98	-	295	-			(1)
Application Services	16,464	17,789	4,447	2,954	13,342	8,569	35.77%	48.17%	(1)
C.T.O.'s Office	993	1,914	479	4	1,436	110	92.35%	5.74%	(1)
Data Center Services	14,007	19,548	4,887	509	14,661	5,833	60.22%	29.84%	(1)
Telecommunications Consulting Services	12,911	12,076	3,019	2,296	9,057	7,574	16.38%	62.72%	(1)
Telephone & Data Field Services	9,449	12,729	3,182	3,752	9,547	8,214	13.96%	64.53%	(2)
Radio Com Services	11,320	11,849	2,962	500	8,887	10,480	-17.93%	88.45%	(2)
Phone Service Charge Back	16,657	16,657	4,164	3,349	12,493	12,660	-1.34%	76.00%	
800 Mhz System Maintenance	1,700	1,700	425	440	1,275	1,119	12.25%	65.81%	(4)
911 Phone Lines Cost	1,305	1,330	333	-	998	-	100.00%	0.00%	(1)
Total	97,409	115,631	28,908	14,617	86,723	57,553	33.64%	49.77%	
Expenses									
IT Business Office	1,842	2,082	520	93	1,561	1,532	1.88%	73.59%	
E-Gov	404	471	118	141	353	365	-3.36%	77.52%	
E-Services	4,852	5,220	1,305	1,303	3,915	3,616	7.63%	69.28%	
E-Technologies	3,124	9,809	2,452	1,228	7,357	3,923	46.67%	40.00%	(5)
E-Center	2,090	2,063	516	559	1,547	1,401	9.44%	67.92%	
Consultancy	241	394	98	196	295	539	-82.34%	136.76%	(6)
Application Services	16,514	17,789	4,447	4,573	13,342	13,731	-2.92%	77.19%	
C.T.O.'s Office	2,873	2,782	696	798	2,087	2,293	-9.90%	82.43%	
Data Center Services	16,500	21,009	5,252	2,973	15,757	9,918	37.06%	47.21%	(5)
Telecommunications Consulting Services	11,627	11,872	2,968	3,510	8,904	11,988	-34.63%	100.97%	(7)
Telephone & Data Field Services	8,750	12,381	3,095	2,683	9,285	7,279	21.61%	58.79%	(5)
Radio Com Services	8,930	9,984	2,496	2,018	7,488	6,352	15.17%	63.62%	(2)
Phone Service Charge Back	16,657	16,657	4,164	3,811	12,493	12,089	3.23%	72.58%	
800 Mhz System Maintenance	1,700	1,700	425	-	1,275	-	100.00%	0.00%	(1)
911 Phone Lines Cost	1,305	1,330	333	337	998	965	3.25%	72.56%	
Total	97,409	115,541	28,885	24,222	86,656	75,990	12.31%	65.77%	

Notes on Financial Information:

(1) General Fund subsidies and other interfund transfers will be posted at the end of the fiscal year.

(2) Some communication equipment charges follow service requests but infrastructure is billed yearly.

(4) Variations in traffic fines collection affect revenue.

(5) Some licenses and other annual maintenance fees will be paid next quarter.

(6) Positions reallocated to this areas due to IT consolidation and other initiatives.

(7) Net expansion DASD hardware and telecommunications equipment paid during third quarter.

Equity in pooled cash (000's)

Fund/ Subfund	Prior Year	Projected at Year-end as of			
		Quarter 1	Quarter 2	Quarter 3	Quarter 4
GF 060 001 to 025: ETSD activity*	(3,663)	(4,645)	(3,631)	(2,292)	
SO 100 104 - Project 104141 [800 Mhz maint.]	(404)	(404)	(404)	(404)	
Total	(4,067)	(5,049)	(4,035)	(2,696)	

Excludes CI01: CIO Mgmt Office

Comments:

(Explain variances, discuss significant in-kind services, provide status of aged receivables at 30-60-90-+ days and those scheduled for write-off, if applicable)

STATEMENT OF PROJECTION AND OUTLOOK

The Department projects to be within authorized budgeted expenditures and projects that available revenues will exceed expenses except as noted below:

Notes and Issues:
(Summarize any concern or exception which will prohibit the Department from being within authorized budgeted expenditures and available revenues)

DEPARTMENT DIRECTOR REVIEW

The Department Director has reviewed this report in its entirety and agrees with all information presented including the statement of projection and outlook.

_____   Date 7-29-04
Signature
Department Director